THE METROPOLITAN TORONTO HOUSING COMPANY LIMITED

September 12, 1984

To: Board of Directors

Subject: Role of The Metropolitan Toronto Housing Company Limited and the Department of Community Services in the Provision of Support Services to Senior Citizens

Origin: Deputy Commissioner of Community Services

Background

On May 9, 1984, The Metropolitan Toronto Housing Company Limited (M.T.H.C.L.) sponsored a Workshop involving a number of organizations in the seniors support service and housing fields. The Workshop was intended to provide information to assist in defining the respective roles of the M.T.H.C.L. and the Department of Community Services in the provision of support services to senior citizens.

Because the M.T.H.C.L. houses over 17,000 senior tenants, the Workshop focused specifically on tenants living in M.T.H.C.L. projects, although discussions held at the Workshop had implications for all seniors in Metropolitan Toronto who live in the community.

The attached report, entitled "Housing and Services to Seniors: Summary of Workshop" summarizes the discussions held at the Workshop including suggestions presented during the day. The purpose of this report is to respond to the suggestions made at the Workshop, thereby indicating directions and initiatives which the M.T.H.C.L. and the Department of Community Services can take in improving the delivery of services to seniors in need.

Determination of the M.T.H.C.L. Role: An Overview

Prior to responding to specific issues discussed at the Workshop, it is first necessary to discuss the general mandate of the Housing Company as it relates to support service delivery. Theoretically, the Housing Company could assume a mandate ranging from a traditional landlord (which would imply non-involvement in all aspects of support service delivery) to that of direct provider of services.

Source: MTHC file
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The view held by a majority of the participants was that it is not feasible, given the nature of our client group, for the M.T.H.C.L. to disassociate itself altogether from the support services delivery function. On the other hand, there was no indication given at the Workshop that the M.T.H.C.L. should provide support services directly to its tenants. Rather, discussions at the Workshop reinforced the Housing Company's present role as facilitator of support services. The role of the facilitator primarily involves linking support services with tenants in need.

Should the M.T.H.C.L. accept the continuing responsibility to facilitate services to tenants, there are a number of issues which must be addressed in order to give more substance and clarity to the facilitator function. In fact, these questions have risen at Board meetings over the past few years:

- (How) should, M.T.H.C.L. screen out applicants who may not be able to care for themselves?

- To what degree is the M.T.H.C.L. responsible for monitoring its tenants in order to insure that tenants in need are receiving appropriate services?

- How can the existing service provision network be rationalized? Who should take the lead role in coordinating service delivery? How can we insure that the existing programs are appropriate given the changing needs of our tenants?

- How much service is too much? At what point should a tenant be required to move to an alternate setting?

The participants at the Workshop attempted to shed some light on these complex issues. While it was impossible to address all pertinent issues relating to the facilitation of support services to seniors, a number of thoughtful suggestions evolved at the Workshop. These suggestions are discussed in the Workshop Summary Report (attached) under the headings of Intake/Assessment, Monitoring, Service Provision, and Relocation.

The remainder of this report provides a response to the suggestions arising from the Workshop, from the points of view of the M.T.H.C.L. and Department of Community Services.

Intake/Assessment

The following suggestions were made at the Workshop with respect to intake and assessment:

(1) Suggestion:

M.T.H.C.L. investigate the potential for developing a more detailed pre-admission assessment.

Comment:

Housing Company staff have a number of concerns relating to this suggestion. Firstly, the M.T.H.C.L. is the major public housing agency for seniors in Metropolitan Toronto and represents, for many seniors, the best opportunity to obtain decent affordable housing. Although an applicant may be somewhat marginal in terms of his/her ability to cope, all eligible applicants should be given a chance to live in an M.T.H.C.L. unit with available support services. Obviously, in some cases, applicants are too frail to live in an apartment setting. These applicants are, in fact, identified in the current intake process and are referred to a more appropriate setting (i.e. Homes for the Aged).

Secondly, in the vast majority of the cases where health-related problems have occurred, the deterioration generally does not begin until some time after the tenant has been housed. At the time of application, the tenant may have been totally capable of independent living. This should not be viewed as an intake issue.

Finally, by demanding more detailed social and medical information from all applicants, the M.T.H.C.L. may inadvertently screen out the younger or healthier applicant who may feel that their independence would be threatened in an M.T.H.C.L. project.

While aspects of our intake and assessment procedures may be reviewed from time to time, it is recommended that we do not alter our basic philosophy with respect to intake and assessment.

(2) Suggestion:

An informative booklet be prepared which explains the nature of M.T.H.C.L. housing and access to services (for prospective tenants).

Comment:

Staff are prepared to support this suggestion by adding a section to the "Metro Provides Housing" pamphlet emphasizing the M.T.H.C.L's role as facilitator of services.

Monitoring

The following suggestions were made at the Workshop in the area of monitoring:

(1) Suggestion:

M.T.H.C.L. conduct research into a more formal monitoring system to insure the safety of all tenants.

Comment:

From the staff perspective, the central message arising from the Workshop was that the Housing Company must develop an effective system of monitoring its tenants in order that tenants in need can be identified and service delivery can be arranged. In essence, we cannot claim to be effective facilitators if we are not effective at monitoring the tenants.

It is recommended that staff of the Housing Company and the Policy Planning Division, research of alternative monitoring models and implement demonstration projects in a number of buildings. A report identifying alternatives and recommending appropriate models with cost implications will be presented to the Board prior to implementation.

(2) Suggestion:

If M.T.H.C.L. assumes a formal monitoring function, there must be a higher recognition of staff providing a social service function by senior levels of government. Further, this recognition must be realized through the provision of funds for this purpose.

Comment:

Currently, housing program guidelines at the Federal and Provincial levels do not recognize expenditures related to support service provision. There is reason to expect that an effective monitoring system may entail some additional costs.

It is recommended that M.T.H.C.L. staff advise the senior levels of government as to the nature of monitoring system proposals and negotiate the inclusion of associated costs in the housing program budget.

(3) Suggestion:

The Public Health Department investigate a role in monitoring tenants.

Comment:

Given that most of the problems requiring support service provision are health-related, it makes sense to investigate the feasibility of the public health nurses playing an increased role in the monitoring of tenants. At present, however, because of their high case loads, it is difficult for the public health nurses to provide follow-up and monitoring services. Obviously, any move towards an increased role for Public Health will need to take into account the impact upon the departments of health .

In addition, the close cooperation between M.T.H.C.L. staff and the Public Health staff which has developed over time must be maintained. It is therefore recommended that M.T.H.C.L. staff discuss with the departments of health the implications of such a monitoring role.

Service Provision

The following suggestions were made at the Workshop with respect to service provision:

(1) Suggestion:

There is a need for coordination of support services for the frail elderly.

Comment:

At present, there is little coordination of support services to seniors in Metropolitan Toronto. In some communities many agencies appear to be providing similar services whereas other communities are lacking in support service agencies.

Because the issue of coordination of support services affects seniors who also live outside of M.T.H.C.L. projects, the coordinating function at the Metropolitan level should rest with the the Department of Community Services. The Department funds a wide range of community and institution-based services through its Grants to the Elderly, purchase of Homemakers and Nurses Services, and its Homes for the Aged. As well, the Policy and Planning Division is currently developing a data base for community-based services for seniors. The Department, in its research and funding capacities, should seek to obtain increased knowledge of which agencies are providing services to which areas of Metropolitan Toronto, and thereby have a better basis on which to provide funding to support service agencies.

(2) Suggestion:

The development of an official network to coordinate sevices and determine a lead agency on a case-by-case basis.

(3) Suggestion:

Investigation of a contractual system for coordinating services on a case-by-case basis between M.T.H.C.L., service providers, and the tenant.

(4) Suggestion:

Agencies such as public health departments and the Home Care Program investigate the coordination of services on a case-by-case basis.

Comment:

The three above suggestions relate to the issue of coordination of services on a case-by-case basis. Because service may be accessed directly from any number of providers, it is extremely difficult to assess whether the senior is receiving the most appropriate package of services. There was general agreement at the Workshop that some type of lead agency approach be considered whereby one agency would be responsible for coordinating services to the senior.

It is being recommended that a Task Group be established to examine alternatives for better coordinating support services on a case-by-case basis. This Task Group should include key representatives of service delivery agencies as well as staff of the Housing Company and Department. A report will be brought forward at a later date recommending the make-up of the Task Group as well as terms of reference and a time frame for reporting.

(5) Suggestion:

The development of support services for mentally deteriorating seniors.

Comment:

Increasing numbers of M.T.H.C.L. tenants are experiencing some form of mental deterioration. These are, by far, the most difficult tenants to deal with in that there are next to no services available for tenants with apparent mental problems. This may result in eviction being the Housing Company's only recourse where a tenant, due to mental deterioration, is a danger to himself or others. Obviously, eviction should be viewed as a last resort.

The Department of Community Services should take a lead role in communicating to the Ministry of Health the need for support services for mentally disabled seniors in Metropolitan Toronto.

Relocation

The Workshop did not discuss the relocation issue in detail. On occasion, the Housing Company staff may decide that a tenant is not capable of remaining in an apartment unit, and needs to be relocated to a more appropriate setting. The tenant, on the other hand, may refuse to leave or not be capable of understanding the issue.

This is clearly a difficult and sensitive issue. The M.T.H.C.L. has a responsibility to ensure a safe, decent, and affordable living environment for seniors. Tenants have the right to move in to an M.T.H.C.L. project so long as they qualify. They also have a responsibility, while they are tenants, to maintain their unit in a safe condition and not endanger themselves or others. At such point as a tenant, for whatever reason, becomes a danger to himself or others it is imperative that the situation be rectified.

At present, the eviction process is the Housing Company's last resort in moving a tenant from the building. Efficient and humane alternatives to eviction must continue to be sought.

The Province of Ontario is currently examining the issue of Guardianship to seniors which may have a direct bearing on the relocation issue. It is recommended that the Department of Community Services continue to press for a Provincial response to the Guardianship issue.

Traditionally, the Homes for the Aged has been a major alternative in relocating tenants. In theory, the tenants would remain in the Housing Company apartment until they required residential care in the Home. However, given the level of health-related service now available to tenants in their apartments, tenants are not choosing to relocate to a home for the aged until they reach a level where extended care is needed. There is, however, an under-supply of extended care beds in the health care system. The Department, through Homes for the Aged Division, should continue to press for a higher proportion of extended care beds in the Homes.

Summary

The Workshop on Support Services to Seniors has provided a good deal of information to the Housing Company and the Department of Community Services concerning means by which the provision of support services to seniors can be improved. The Housing Company received feedback that it should continue to facilitate services to seniors. It was agreed that in order to be a more effective facilitator, the Housing Company must better monitor its tenants. The Housing Company also has a role to play in developing a more formalized approach to case management and coordination of services to the tenant.

The Department of Community Services, as a major funder of services to seniors, can play a key role in insuring that support services are available to tenants in need across Metropolitan Toronto. The creation of a data base of community-based services to seniors will assist in determining where services are lacking. This will provide a more rational basis for the provision of funds.

The Policy and Planning Division, in its research capacity, can also assist the Housing Division in examining monitoring alternatives. This Division can also provide a resource to the Task Group looking into the issue of service coordination.

Recommendations:

It is therefore recommended that:

(1) the Housing Company continue its role as facilitator of support services to its tenants;

(2) Housing Company and Policy and Planning Division staff jointly prepare a report on alternative models of monitoring tenants and this report be brought to the Board for consideration at a later date;

(3) Housing Company and Policy and Planning Division staff jointly prepare terms of reference pertaining to the establishment of a Task Group to examine means of better coordinating service delivery on a case-by-case basis, and that the terms of reference be brought to the Board at a later date; and

(4) that the appropriate Housing Company and Metropolitan officials be authorized to give effect hereto.

DEPUTY COMMISSIONER OF COMMUNITY SERVICES

AUG 2 7 1984

THE METROPOLITAN TORONTO HOUSING COMPANY LIMITED

To: Board of Directors

Subject: Housing and Services to Seniors: Summary of Workshop

Origin: Deputy Commissioner of Community Services

Comments:

1. BACKGROUND

On October 22, 1981, the Board of Directors adopted the report "Future Role of the Housing Company which contained the following as its Mission Statement:

> "To provide affordable, secure accommodation and facilitate support services in well-designed and well-managed facilities which will satisfy the needs of the defined client groups taking into account the political process, community acceptability and the economic climate."

From October, 1981 through to early 1983, many discussions at Board of Directors meetings focussed on the question of who would provide support services to aging and frail tenants. The aforementioned report defined a mission and goal statement which stated the Metropolitan Toronto Housing Company Limited's (MTHCL) role as a facilitator as opposed to a direct provider of support services to aging and frail tenants. However this report did not go into detail on what facilitation actually meant or the means of implementing it.

Issues/Problems Facing MTHCL:

The range of issues and problems facing the Housing Company with respect to support service delivery may be summarized as follows:

- In 1981, 15% of the total population of Metropolitan Toronto was 60 years of age and older. By 2001, it is projected that 24% of the total Metropolitan Toronto population will be 60 years of age and older.* The median age of MTHCL tenants is currently 75 years. Given the increasing longevity of the elderly population, it can be expected that MTHCL will be responsible for serving a larger proportion of tenants in the 75+ range in the years immediately ahead. Given the correlation between age and degree of frailty, it is expected that MTHCL will be required to serve a larger proportion of frail elderly in the near future. Additionally, the growing demand for long-term care beds causes increasing difficulty in referring tenants to more appropriate institutional settings. This problem is further compounded when tenants refuse placement secured for them.

* Metropolitan Toronto Planning Department, Projections: Population, Labour Force, Housing and Households 1981 to 2021. February, 1984.

- As the number of frail elderly in MTHCL units increases, so will the demand for community-based support services necessary to maintain tenants in residential settings.

- There has been an increasing number of incidences of tenants with apparently psychologically-based problems related to aging.

- There have been incidences of reclusive tenants who are difficult to monitor.

- No funding has been provided directly by the Canada Mortgage and Housing Corporation or the Ministry of Municipal Affairs and Housing for the provision or facilitation of support services to tenants. In addition, neither the Ministry of Health nor the Ministry of Community and Social Services appear to be taking a lead role in the funding of support services to senior citizen tenants.

In May 1983, the Board of Directors adopted a report recommending a MTHCL sponsored workshop to discuss the role of the MTHCL in responding to the non-shelter needs of its senior citizen tenants. The Workshop was intended to solicit input from the representatives of the public, private and voluntary sectors who were well-versed in various issues relevant to the provision of support services to the elderly. The Workshop took place on May 9, 1984 and was attended by over sixty-five participants. (See Appendix for list of participating organizations.)

PURPOSE OF THIS REPORT:

The purpose of this report is to identify the issues as well as proposed directions which were discussed at the Workshop. While this report will attempt in general, to define areas in which actions should be taken, it does not purport to resolve specific problems as these will be the subject of future reports.

2. ISSUES

The Workshop participants felt that senior citizens should be encouraged to live in the community as long as they are able, and that supportive services be available and accessible to sustain this type of lifestyle. The issues raised were discussed within the parameters of this general philosophy.

It became apparent at the Workshop that people's perceptions of the MTHCL role in the delivery of support services to seniors varied. The Board of Directors of the MTHCL and Metropolitan Council appear to perceive the MTHCL role as a provider of housing. However, the 'informed public' (i.e. public health nurses, or members of the support service field, social workers, etc.) often appeared to operate under the assumption that MTHCL was mandated to provide monitoring and support services which is currently not the case.

It is important to note at the outset, that the issues addressed in this report concern approximately 15 to 20 per cent of tenants in MTHCL housing. Most tenants do not experience the problems illustrated in this report. The problems and issues raised at the Workshop consistently fell into the following areas: Intake/Assessment, Monitoring, Service Provision and Relocation.

Intake/Assesment:

i. Current Practice

The MTHCL currently receives applications for housing and reviews the financial status of each applicant. The review process does not include medical assessments or medical examinations of healthy tenants. Where health problems are indicated by the applicant, MTHCL requests that a medical physician's report be completed. The report includes information on the health of the applicant and their ability to live independently.

ii. Issue: Is MTHCL responsible to meet every applicant's housing needs?

The MTHCL provides the majority of assisted housing to senior citizens in Metro Toronto. The MTHCL must house senior citizens capable of independent living who are both eligible for this housing, and have no alternative housing. This can result in seniors being housed even though their ability to cope may be questionable. As such, the MTHCL can be viewed as the houser of last resort.

Despite the fact that the current intake system works well, it is possible for an applicant to give false impressions of their health status and ability to live independently. There are implications for the MTHCL in the area of human rights when we refuse to house people. These issues raise the question of who should not be housed and on what grounds?

iii. Based on the above discussion, participants made the following suggestions:

1. MTHCL investigate the potential for developing a more detailed pre-admission assessment.

2. An informative booklet be prepared which explains the nature of MTHCL housing and access to services (for prospective tenants).

Monitoring:

i. Current Practice

During the day, more MTHCL staff are available for assisting with tenants' needs than at night. There are currently eleven social workers monitoring 17,166 tenants to identify needs and refer for service.

Caretakers are hired to be responsible for day to day operations in the buildings. Although they are not specifically responsible for monitoring tenants, they play a key role in identifying tenants at risk.

Security resident tenants are tenants who are paid a stipend to be on call if problems should arise during the night. They hold a master key in order to assist tenants who forget their keys. They also call emergency (i.e., ambulance, police, fire station), if any incidents occur requiring emergency assistance. They are not expected to be home all the time and their role is an informal one.

Buddy systems are encouraged by social workers and tenant placement staff when tenants sign their leases. An information pamphlet distributed to new tenants also encourages the buddy system. This system is voluntary and is coordinated through the social club executive of the building or the Supervisor, Tenant Relations.

The MTHCL provides cards for the buddy system which are used to indicate that a problem exists. Floor monitors are responsible to check to see that all cards are removed by 11:00 a.m. daily. When a card is not removed, the monitor is responsible to check on the tenant.

Neighbours are also encouraged to form their own buddy system. In unusual cases, the social worker may assist to develop a one on one buddy relationship.

ii. Issue: The MTHCL mandate does not include a monitoring function, therefore, tenants in need may not receive monitoring.

Staffing: MTHCL staff do not monitor all tenants on a 24-hour basis even though some tenants need monitoring to ensure their well-being. The MTHCL has not seen its role to include "heavy" monitoring of tenants, (i.e. regular contact with each tenant).

Caretakers in general, play a key role in identifying tenant problems and referring situations to social workers. The degree to which they become involved varies from caretaker to caretaker. Although the job descriptions for caretakers make reference to assisting tenants, the primary qualifications for caretakers do not require experience in this area.

MTHCL staff have not reviewed with social clubs the success of the buddy system on an annual or regular basis. After the initial formulation of a buddy system, MTHCL's only reference to the system is at social club meetings by invitation of the club only.

Tenant Rights: Should MTHCL monitor tenants given that this housing is for those people capable of independent living?

Since MTHCL housing is for those wanting independent living, the needs of tenants may go unnoticed in an environment where tenants are responsible for their well-being.

Tenants refuse to join the buddy system primarily because they feel it is an intrusion on their privacy. Therefore, these tenants are not monitored.

Tenants because of failing health, become frail and forgetful. Thus, in some situations, they are at risk to their own as well as other tenants' well-being (i.e. falls, fires).

The choice individuals have to live independently is limited once a monitoring system is introduced, regardless of its unobtrusiveness. By establishing a monitoring system, the character of the building may change (i.e., loss of complete independence for healthy tenants).

Lack of Communication: Tenants may deteriorate physically or mentally without MTHCL staff being aware of the situation.

Tenants periodically go to hospital for minor surgery and return to their apartment without notice to MTHCL. This lack of communication does not enable the MTHCL to monitor such a tenant because they are unaware of the situation. Meanwhile, the tenant may experience a drastic change in health and limitations in self-maintenance.

iii. Based on the above discussion, participants made the following suggestions:

MTHCL conduct research into a more formalized monitoring system to ensure the safety of all tenants.

If MTHCL assumes a formal monitoring function, there must be a higher recognition of staff providing a social service function by senior levels of government. Further, this recognition must be realized through the provision of funds for this purpose.

The Public Health Departments investigate a role in monitoring tenants.

Service Provision:

i. Current Practice

MTHCL does not provide support services but does, however, provide meal service at three locations. Further, MTHCL provides space in buildings for medical and recreational purposes but does not operate medical services in these spaces.

Social recreational services are available in most MTHCL buildings and are also available in the community by municipal Parks and Recreation Departments and Boards of Education.

Community-based support services are available in most neighbourhoods upon referral (i.e., meals-on-wheels, home help, etc.).

Community-based support services of a medical nature are available to tenants with physical impairments or illnesses (i.e., nursing, homemakers, etc.). The introduction of the Ministry of Health's Chronic Home Care Program in Metropolitan Toronto now provides seniors with chronic health problems the opportunity to live in an independent environment complete with supportive medical services. This program may have potentially negative impacts on MTHCL operations and change the character of tenants (i.e. more older, more frail and physically ill tenants).

Support services for the mentally impaired are not readily available in all communities in Metro Toronto.

ii. Issue: There is a lack of co-ordination of community-based support services and only limited support services are available for seniors with mental health problems.

There is an unequal distribution of social support services in Metro Toronto. There is limited funding for support services. Limited funding influences the availability and quality of service.

The role of the family in providing or co-ordinating services was discussed. The Workshop participants were unable to determine the appropriate role of the family in service provision.

Although tenants may be assessed as needing certain services, they may refuse service primarily because they feel they do not need it or because they do not want to pay the service cost. This raises a larger issue of our strong social commitment to human rights and the problems related to seniors refusing service. This issue is particularly important when a tenant has no family and is capable of placing himself and others in danger.

Tenants who are mentally disabled pose a problem for MTHCL staff because they may place themselves, other tenants, and the building in potential danger. They may become frail, confused and more prone to put themselves at risk while causing distress to other tenants (i.e. fires). However, these tenants are not necessarily commitable under existing legislation.

There are limited to non-existent services for those tenants approaching mental incompetency. Support services are geared to social and medical needs of senior citizens, not mental health needs.

A 'catch-22' exists for tenants and the MTHCL when mentally impaired tenants require hospitalization. Hospitals may not admit such cases based on their mental health problems and refer them to care facilities for mental health patients. However, care facilities for mental health patients will not admit such people due to their physical illness. Meanwhile, the MTHCL continues to house these tenants although the appropriate support services for these tenants are absent in the community.

iii. Based on the above discussion, participants made the following suggestions:

- o There is a need for coordination of support services for the frail elderly. It was suggested that the Department of Community Services take a lead role in the coordination of support services offered by agencies in Metropolitan Toronto.
- o The development of a lead agency to coordinate services on a case by case basis.

- o Investigation of a contractual system for coordinating services on a case by case basis. A contract be set up between the MTHCL, service providers and the tenant which would identify the lead agency in service provision and enable the coordination of services. The contract would be available to MTHCL staff to examine services needed and delivered to the tenant.

- o Agencies such as Public Health Departments and the Home Care Program agencies investigate the coordination of services on a case by case basis.

- o The development of support services for mentally deteriorating seniors.

Relocation:

i. Current Practice

The MTHCL staff encourage a tenant to consider moving to a residential care facility when it is felt that the tenant is unable to continue living independently. The staff involve the family in discussions regarding relocation and assist in finding appropriate accommodation for the tenant.

ii. Issue: Tenants requiring residential care may refuse to relocate even though they can no longer cope living independently.

A few incidences of tenants refusing to relocate have occurred. The MTHCL has no means to ensure that tenants accept placement if they refuse to consider relocating, even though they are at risk. In some cases, there is no family available to assist in the relocation of a tenant. The lines of responsibility are not clear in this issue area. The Workshop participants raised the following questions: Who takes responsibility for the tenant when no family is available? How can tenants who refuse to move, be persuaded to move?

iii. The Workshop did not shed much light on this issue, however, it was suggested that MTHCL continue to assist in relocation. The MTHCL is awaiting the outcome of the Provincial deliberations on the issue of Guardianship. Further research into this issue should be carried out.

3. CONCLUSIONS

Summary of Suggested Directions

The MTHCL should examine the intake and assessment function. The well-being of tenants could be ensured by the MTHCL establishing a formalized monitoring system. The mandate of MTHCL should not be expanded to include service provision. The MTHCL should continue to assist in the relocation of tenants while conducting research into this issue.

The Department of Community Services should take a lead role in the co-ordination of support services to senior citizens. There are obvious funding and human rights implications for all of the suggestions made at the Workshop.

Funding

In order for the MTHCL to facilitate the delivery of support services to senior citizen tenants, funding is needed for a formalized monitoring system. The MTHCL role in the facilitation of support services to senior citizen tenants needs to be recognized by senior levels of government. This recognition can be realized through the funding process to ensure that adequate staffing levels are achieved for monitoring tenants and facilitating services to those at risk.

Human Rights

While MTHCL tenants have human rights, they also have obligations to use these rights in a proper way, such that they do not infringe upon the rights of other tenants. The MTHCL respects the human rights of individual tenants, however, the MTHCL has an obligation to provide clean and safe premises. The rights of an individual tenant may come into conflict with the rights of the MTHCL. In these situations, the MTHCL has authority to intervene for the good of all tenants.

APPENDIX

List of Organizations that attended The Workshop on Support Services for Seniors

ADD[illegible]ION RESEARCH FOUNDATION
CITY OF SCARBOROUGH HEALTH DEPARTMENT
CITY OF TORONTO PUBLIC HEALTH DEPARTMENT
CITY OF YORK HEALTH DEPARTMENT
ETOBICOKE HEALTH DEPARTMENT
CITY OF NORTH YORK HEALTH DEPARTMENT
BOROUGH OF EAST YORK HEALTH UNIT
COMMUNITY PSYCHOGERIATRIC SERVICES
COMMUNITY OCCUPATIONAL THERAPY ASSOCIATES
CANADA MORTGAGE AND HOUSING CORPORATION
FACULTY OF NURSING - UNIVERSITY OF TORONTO
HOME CARE PROGRAM OF METROPOLITAN TORONTO
HOME SUPPORT SERVICES NETWORK OF METROPOLITAN TORONTO
INDEPENDENT LIVING FOR THE ELDERLY
MINISTRY OF HEALTH
MINISTRY OF COMMUNITY AND SOCIAL SERVICES
METROPOLITAN TORONTO HOUSING AUTHORITY
METROPOLITAN TORONTO CHAIRMAN'S OFFICE
METROPOLITAN TORONTO COMMUNITY SERVICES DEPARTMENT
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING
M.T.H.C.L. - ADVISORY COMMITTEE
M.T.H.C.L. - STAFF
ONTARIO ASSOCIATION OF HOMES FOR THE AGED
REGIONAL CORONER
REXDALE HOME CARE AND SUPPORT SERVICES
WARD NINE SENIOR LINK
WARDEN WOODS COMMUNITY CENTRE